The Results Are In

In January, the Library conducted a **telephone survey** of 400 randomly selected NIH staff to identify and measure our **users' expectations** and **satisfaction** with library staff and services, and to gain insight into their **perceptions** about the Library. Respondents were selected from a list of registered library users.

In response to a question asking for the respondents' **overall impression** of how well the Library meets their information needs, **62%** said the Library does an **"excellent"** job and another **32%** said the Library does a **"good"** job for an overall **positive rating** of **94%.**
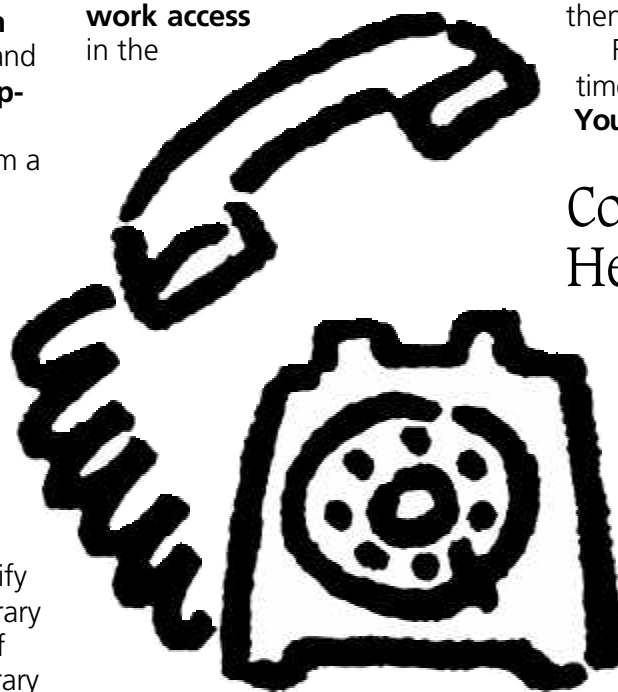
Questions designed to identify the **level of use** of various Library services, the perceived **value** of services and **how well** the Library **performs** in delivering these services also were asked. With the exception of the book collection, **all** of the services included in the survey received very **solid performance ratings** from those who use them.

The services that are most **highly valued** by all respondents are **electronic journals**, **reference** assistance provided by library staff, electronic **document requests**, the Library's **web page**, the self-service **photocopy** center, and **print journals**.

The services that have been **used most often** by all respondents (in descending order) are the self-service **photocopy** center, the NIH Library **web page**, the **print journal** collection, **electronic**

journals, **reference** assistance, and the **book** collection.

When asked about **changes** to the library **facility**, respondents indicated the most beneficial change would be providing **network access** in the

Library **for portable computers**. More **study space, PCs** for personal use, and library **staff** also were viewed as enhancements. Regarding the most beneficial **changes** to **electronic** services, respondents identified the two new custom services for individuals and offices or labs as most beneficial – **librarian designed** and developed specialized **databases** and **custom web pages**.

As one might expect, several free-form comments and **suggestions** on how the Library could improve also were offered. These and the quantifiable **survey results** are being used to make **immediate improvements** in specific services areas; **develop**

short and long range planning **goals**; make decisions about future **resource allocations**; and develop strategies to **increase awareness** among NIH staff of all the library services available to them.

Finally, to all who took the time to respond, a big **Thank You!**

Color Copying is Here - Finally

For the last few years many users, who wanted to make **color copies** of **charts**, **graphs**, or other color sensitive **images** printed in journals, have asked us to provide a color copier in the Self-Service Copy Center. While we understood the need, our budget just could not justify the expense. However, we have determined that a **color scanner** and **printer** can offer the capability and these are **now** available in the Copy Center on the Library's lower level. To use the scanner, just ask the attendant at the Copy Center desk for **instructions** and **assistance**.

Spring Training Schedule

This Spring, the NIH Library (Bldg 10) again is offering **free** electronic resources training two **Thursdays** each month. The hour and a half long courses begin at 9am, 11am, and 1pm. The **9am and 1pm** sessions include **hands-**

on time at computer workstations. Please note that workstation **seating** is **limited**. You may be required to **share**. For **course descriptions**, please go to http://nihlibrary.nih.gov/seminarsindex.htm

May 4
9am   PubMed
11am   ProCite 5 (WIN)
1pm   Web of Science

May 18
9am   PubMed
11am   EndNote
1pm   Full Text Resources

Jun 8
9am   Web of Science
11am   Reference Manager
1pm   PubMed

Jun 22
9am   PubMed
11am   ProCite 4 (MAC)
1pm   Web of Science

Now We Come to You

Are you located **off** the Bethesda **campus** but wish to **sign-up** for or **renew** your Library **privileges?** Now you can do so from your **office** or **lab,** because we'll come to you! This new service was inaugurated April 9-12 when Library staff visited several off-campus locations in Rockville and Poolesville as part of the NIH Library's National Library Week activities.

There are **two ways** to take advantage of this new service. First, if your **group** is located off the main campus; several people would like to **sign-up** for or renew their Library privileges; and you are willing to **help** us **make** the **arrangements** at your site, contact Susan Whitmore on 496-1157 or by email at susan_whitmore@nih.gov.

Individuals also can arrange for this service. Just call 6-5612 to schedule an appointment. A member of the Library's circulation staff will visit your office to complete the registration process. In either case, you **must** present a **valid** NIH **identification** card to register or renew your library privileges. Library privileges include **access** to services such as **eDelivery**, Loansome Doc, mediated database **searches**, and translations as well as other services.

More Online Journals Added

Electronic versions of the following titles from **Springer-Verlag** are now available **full-text** from the **NIH Library Online Journals** web page (http://nihlibrary.nih.gov/Secure/onlinejournals.htm). They also may be accessed directly from **PubMed** if you use the NIH Library's

Link-Out service at http://nihlibrary.nih.gov/pubmed.htm.
Acta Neurochirurgica
Amino Acids
Basic Research in Cardiology
Bulletin of Environmental Contamination and Toxicology
Clinical Oncology
Clinical Rheumatology
European Archives of Otorhinolaryngology
European Archives of Psychiatry and Clinical Neuroscience
Graefes Archive for Clinical and Experimental Ophthalmology
International Journal of Clinical and Laboratory Research
Italian Journal of Neurological Sciences
Journal of Gastroenterology
Journal of Neural Transmission
Monatsschrift Kinderheilkunde
Neurosurgical Review (without supplements)
Osteoporosis International
Research in Experimental Medicine
Rheumatology International
Springer Seminars in Immunopathology
Supportive Care in Cancer
Urological Research
Wiener Klinische Wochenschrift

If you need assistance, or want **more information** about the NIH Library's PubMed Link-Out service, please call the Computer Assistance Desk at 496-1080.